

The Regulator of Social Housing (RSH)

The Regulator of Social Housing (RSH) sets standards and rules for social housing landlords and can act if they are not followed. They work to ensure that landlords meet the standards to provide quality homes and services for current and future tenants. They carry out inspections and created Tenant satisfaction measures (TSMs) to make it easier to see how well landlords are doing at providing quality services and homes.

Consumer Standards

The recently updated consumer standards set out what better quality social housing and services, and a stronger relationship between landlords and tenants, should look like. This includes maintaining tenants' homes so that they are safe and of a decent standard, handling complaints effectively where things go wrong and listening to tenants.

Inspections

The Regulator of Social Housing now carry out a programme of inspecting large social landlords to look at how well they are meeting some or all of the consumer standards. They aim to carry out an inspection at least every four years. Following an inspection, the landlord will be given an overall grade from C1 (the highest grade to C4 (the lowest grade).

Tenant Satisfaction Measures (TSMs)

The Tenant Satisfaction Measures (TSMs) were introduced in 2023 to help tenants to see how well their landlord is doing. There are 22 measures which look at topics including repairs, your neighbourhood and complaints. Some of the information is collected from records on our computer systems. Other measures come from the tenant satisfaction survey, which is sent out every year to a random sample of tenants. The survey asks tenants about how satisfied they are with different parts of the housing service. 2024 is the first year where landlords are required to publish their results.

For more information:

<https://www.gov.uk/government/organisations/regulator-of-social-housing>

Consumer Standards

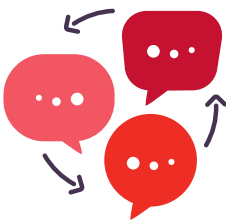
The consumer standards set the outcomes that landlords must deliver so that homes are decent, safe and well-maintained and tenants receive quality landlord services and are treated with fairness and respect.

The consumer standards social landlords must meet are:



Safety and Quality Standard

outcomes about the safety and quality of tenants' homes



Transparency, Influence and Accountability Standard

outcomes about how landlords provide information, listen to tenants, and act on their views



Neighbourhood and Community Standard

outcomes about how landlords work with other organisations to help ensure tenants live in safe neighbourhoods



Tenancy Standard

outcomes about how landlords allocate and let homes and manage tenancies